



## DIVISION CHIEF (OPERATIONS)

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### JOB DESCRIPTION

<b>Department:</b> Fire	<b>Division:</b> Operations
<b>Work Location:</b> Urbana City Building	<b>Percent Time:</b> 100%
<b>Job Type:</b> <del>Appointed</del> <u>Civil Service</u>	<b>FLSA Status:</b> Exempt
<b>Reports To:</b> <u>Deputy</u> Fire Chief	<b>Union:</b> Non-Bargaining

### JOB SUMMARY

Under general direction, manages, supervises, and coordinates the activities of the Operations Division within the Fire Department, including emergency operations, medical services, facility/equipment maintenance, disaster preparedness, public education, and related programs and services; responds to emergency incidents; coordinates assigned activities with other divisions, departments, and outside agencies, provides highly responsible and complex administrative support to the Deputy Fire Chief ~~and his/her designee~~; assumes command of emergency incidents unless relieved of command by a superior officer; performs related duties as required.

Performs complex emergency service and administrative work at a senior command level with responsibility for a broad range of administrative and technical activities and related work as required. Work is performed under the broad supervision of the Deputy Fire Chief, on a schedule as assigned by the Deputy Fire Chief.

### ESSENTIAL FUNCTIONS

- Actively supports and upholds the City's mission and values.
- Responds to fires and other emergency incidents; assumes incident command unless relieved by a superior officer.
- Monitors and manages operations and activities in the field to ensure safety and compliance with best practices and adherence to policies, procedures, and legal requirements; identifies opportunities for improvement.
- Assumes management responsibility for assigned programs and activities of the Division, including but not limited to suppression, training, facility and equipment maintenance, emergency management, communications, emergency medical services, incident management, and fire prevention.

- Plans, coordinates, and manages the work plan and activities of assigned company officers; evaluates the work of company officers.
- Conducts and documents formal and informal counseling sessions with subordinates; corrects work deficiencies and develops work skills, anticipates and resolves potential problems that may affect job performance.
- Reviews grievances for divisional staff; recommends appropriate resolution.
- Administers disciplinary action as necessary in accordance with standard operating procedures, City policies, and the Collective Bargaining Agreement.
- Monitors time and leave records for divisional staff pursuant to City policy and standard operating procedures.
- Participates in recruitment and selection activities; makes recommendations for hiring; assists with orientation and training.
- Recommends and administers standard operating guidelines (SOGs), policies, and procedures for the Department.
- Participates in the development and implementation of goals, objectives, and priorities for assigned programs and services.
- Manages company inspection activities for assigned staff.
- Coordinates activities with other divisions, departments, and outside agencies to include training, prevention, and public education activities.
- Responds to and resolves citizen inquiries and requests for assistance and complaints in a friendly, courteous, respectful, and professional manner.
- Researches innovations in areas of assigned programmatic responsibility, recommends and implements improved service delivery.
- Serves as management staff of a variety of department program committees; collaborates with committee members to achieve goals and objectives.
- Represents the department to outside groups and organizations; participates in outside community and professional forums; provides technical assistance as necessary; serves as staff on a variety of boards, commissions, and committees.
- Prepares, delivers, and presents reports in accordance with industry regulations and department policies and procedures as assigned.
- Analyzes data to monitor and evaluate efficiency and effectiveness of service delivery methods.
- Monitors and approves expenditures for assigned programs and activities.

- Manages the purchasing, maintenance, and inventory of fire department-related equipment, vehicles, and property in accordance with City and Department policy.
- Participates in the forecast of funds needed for staffing, equipment, materials, and supplies; participates in the development and administration of the annual budget.
- Recommends travel authorizations and advancements pursuant to City and Department policies and procedures.
- Maintains maximum security of confidential materials.
- Communicates and reinforces organizational culture and values.
- Maintains a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media. Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.
- Maintains ongoing communication with the Deputy Fire Chief ~~or designee~~, communicating pertinent problems, irregularities, new developments, changes, and other important information within areas of assigned responsibility.
- Complies with City policies and procedures.
- Performs other duties as assigned.

## **JOB REQUIREMENTS**

### **Education & Experience**

- Ten (10) completed years of service at the Urbana Fire Department, ~~or, if no internal candidates meet the minimum published qualifications, ten (10) years of service at a career department of comparable size and call volume or greater.~~
- Three (3) or more years of experience as a Lieutenant or Captain ~~on an Engine or Truck company with the Urbana Fire Department.~~
- ~~An associate's degree from an accredited college or university with major coursework in fire science, fire administration, business administration, public administration, or a related field is preferred.~~

### **Knowledge of**

- Firefighting tactics and strategy.

- Thorough knowledge of fire suppression and emergency medical principles and practices, apparatus and equipment; training, prevention, technical rescue operations, hazardous materials response, emergency preparedness, and safety.
- Emergency incident management and principles of incident command and safety.
- Principles relating to supervision and training.
- City and Department policies and procedures.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Thorough knowledge of the organization, functions, policies, rules, regulations and procedures of the department.
- Thorough knowledge of geographic, climatic and structural characteristics of the City of Urbana.

### **Skills**

- Collecting, analyzing, and evaluating data to prepare and deliver clear and concise reports and other communications.
- Communicating and working cooperatively with those contacted in the course of work.
- Excellent written and verbal communication skills.
- Strong active listening abilities.
- Attention to detail.

### **Ability to**

- Oversee, manage, and coordinate work of assigned staff.
- ~~Participate~~ Assist in the development and administration of division and department goals, objectives, and procedures.
- Analyze problems and identify alternate solutions.
- Perform competently in highly stressful situations.
- Communicate and work cooperatively with Department staff, City staff and officials, and outside agencies.
- Work extended hours and days without additional compensation to meet operational needs, including but not limited to Chief coverage.

### **Licenses, Certifications, and Memberships Required**

- Certification of State of Illinois Fire Officer II or Advanced Fire Officer within ~~twelve one (1) year (12) months~~ of appointment selection to position.

- ~~Must possess or obtain within fifteen (15) days of employment a~~ valid State of Illinois Class D driver's license, and hold a safe driving record.
- State of Illinois or National Registry EMT certification.

#### **Special Requirements**

- When ~~standing in on behalf of the Fire Chief~~ providing Chief coverage, must be able to be in transit to fires and other emergencies within fifteen (15) minutes.

#### **Security Level**

Level LIC: essential functions require the employee to possess a license, credential or other certification in order to meet minimum job qualifications and/or to qualify for continued employment in a particular occupation or position.

Level MVR: essential functions require frequent use of City vehicles.

Level PHY: essential functions require the incumbent to demonstrate aptitude for specific strength, endurance and muscular movements. Reasonable accommodations may be made to enable individuals to perform the essential functions.

Level MED: medical exams.

Level PSY: essential functions require the incumbent to demonstrate psychological suitability and stability.

### **Supplemental Information**

#### **Level and complexity of supervision exercised**

Responsible for supervising work teams or work team leaders. Supervision will likely be general rather than close supervision of others. At this level, supervisory responsibilities consume significant amounts of work time, and include substantial responsibility for work planning activities, staffing and performance management, as well as budgeting and planning functions.

#### **Physical Demands and Working Conditions**

Physical Demands: ~~W~~work is performed in a standard office with frequent travel to various locations to attend meetings and/or perform department activities in responding to emergency scenes, disasters, or critical incidents. The employee occasionally works near moving mechanical parts; occasionally exposed to outside weather conditions and wet and/or humid conditions; occasionally works in high, precarious places; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of electrical shock, risk of radiation, and vibration; the noise level in the work environment is usually moderate; however, the noise level is occasionally very loud due to sirens and other

environmental factors; wear protective apparel including goggles, face protector, aprons, safety shoes, and self-contained breathing apparatus; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings. Ability to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress. Ability to hear in the normal audio range with or without correction.

**Working Conditions:** must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24-hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency firefighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with department policy.

**Job Dimensions**

Interactions with others are typically unstructured. The purpose of the interaction may be to influence or motivate others, to obtain information or to control situations, and resolve problems. Interactions may be with individuals or groups of co-workers or the general public, may be moderately unstructured, and may involve persons who hold differing goals and objectives. Individuals at this level often act as a liaison between groups with a focus on solving particular unstructured problems. Interactions at this level require considerable interpersonal skill and the ability to resolve conflict.

The employee operates under general supervision expressed in terms of program goals and objectives, priorities and deadlines. Administrative supervision is given through statements of overall program or project objectives and available resources. Administrative guidelines are relatively comprehensive, and the employee need only to fill in gaps in interpretation and adapt established methods to perform recurring activities. In unforeseen situations, the employee must interpret inadequate or incomplete guidelines, develop plans and initiate new methods to complete assignments based on those interpretations. Assignments are normally related in function, but the work requires many different processes and methods applied to an established administrative or professional field. Problems are typically the result of unusual circumstances, variations in approach, or incomplete or conflicting data. The employee must interpret and refine methods to complete assignments.

**SPECIAL EFFORT REQUIRED:**

- Must have discretion and the ability to work with and keep confidential and sensitive information.
- Hazardous and life threatening situations may be encountered in the line of duty.
- Failure to comply with applicable laws and regulations could result in potential liabilities and loss of productivity and funds.

*The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

### **Class Specification History**

- General revision: 5/2020

*For HR/Finance Use*

<b>Job Class Code</b> 1223	<b>Pay Grade</b> 352
<b>EEO Category</b> 1 – Officials/Administrators	<b>LVL</b>